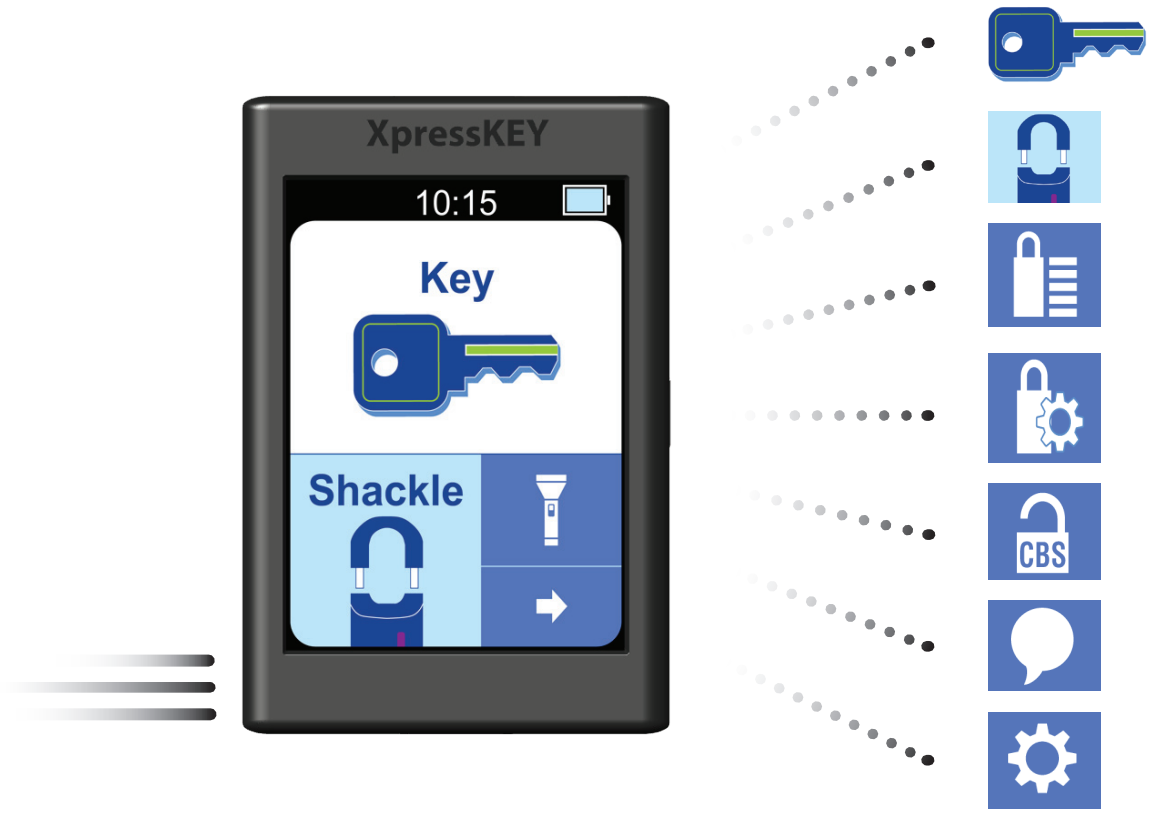
Supra® XpressKEY™
User Manual



Supra
United Technologies

www.supraekey.com

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Intended use Use this product only for the purpose it was designed for. For the latest product information, contact Supra or visit us online at *www.supraekey.com.*

Rules and regulations relating to the use of the service

Key Possession. Each keyholder ("Keyholder") is responsible for the key ("Key") issued to him or her.

Current Update. The Key must be updated in order to access keyboxes ("Keyboxes"). The Key cannot be updated unless the Keyholder is in good standing with the organization ("Organization") and UTC Fire & Security Americas Corporation ("UTC"), is authorized to use the Service, and is in compliance with the obligations for the use of the Service including, without limitation, these rules and regulations.

Equipment Security. It is necessary to maintain the security and the personal identification number ("PIN") of the Key to prevent the use of the Key and the Service by unauthorized persons. Each person in possession of a Key, whether such Key is being actively used or not, shall abide by the following terms and conditions:

- To keep the Key in authorized Keyholder's possession or in a safe place at all times;
- Not to allow the PIN for the Key to be displayed on or attached to the Key for any purpose whatsoever or to be disclosed to any third party;
- Not to lend or otherwise transfer the Key to any other person or entity, or permit any other person or entity to use the Key for any purpose whatsoever, whether or not such other person or entity is authorized to use the Key;
- Not to duplicate the Key or allow any other person to do so;
- Not to assign, transfer or pledge the Key;
- Not to (i) destroy, alter, reproduce, modify, adapt, translate, reverse engineer, de-compile, disassemble or tamper with the Key or knowingly or unknowingly allow anyone else to do so; or (ii) provide or otherwise make available the software or any part or copies thereof to any third party;
- To notify your Organization or UTC within forty-eight (48) hours if the Key is lost or stolen;
- To follow all additional security procedures as specified by your Organization; and
- To safeguard the code for each Keybox from all other individuals and entities, whether or not they are authorized users of the service.

Keybox Authorization. Before a Keybox is installed or used on any piece of real property, the prior written authorization to install or use a Keybox must be obtained from the property owner, as well as from any tenant(s) in possession of the property, if applicable. Extreme care shall be used to ensure that all doors to the listed property and the Keybox are locked. All owners and/or tenant(s) of real property shall be informed that the Keybox is not designed to be, or intended as, a security device.

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Preface

The *Supra XpressKEY User Manual* includes instructions explaining:

- how to use the XpressKEY
- how to access a keybox
- how to view showing activity

There is information describing how to contact technical support.

For additional information on using the XpressKEY, visit *www.supraekey.com* and click on the *Customer Support* link.

The following conventions are used in this document:

Bold	Menu items and buttons.
Italic	Emphasis of an instruction or point; special terms.
	File names, path names, windows, panes, tabs, fields, variables, and other GUI elements.
	Titles of books and various documents.
Blue italic	(Electronic version.) Hyperlinks to cross-references, related topics, and URL addresses.
`Monospace`	Programming or coding sequences.

Safety Terms and Symbols

These terms may appear in this manual:

WARNING: Warnings identify conditions or practices that may result in personal injury.

CAUTION: Cautions identify conditions or practices that may result in damage to the equipment or other property.

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1 Introduction

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INTRODUCTION

Supra XpressKEY Overview

1

The XpressKEY™ is used to open Supra® keyboxes. Supra keyboxes are placed on property listings by the listing agents and hold the property keys. Real estate professionals can use the XpressKEY to unlock the keybox and remove or replace the property keys. The XpressKEY communicates with Supra keyboxes using infrared technology. Keyboxes record detailed information about who accessed it and when, and the XpressKEY displays that information.

Document	Website LInk
Reference Guides/Training Videos	*www.supraekey.com/CustomerSupport/Pages/XpressKEY-Resources.aspx*
SupraWEB Guide for Agents	*www.supraekey.com/Documents/SupraWEB_Guide.pdf*
Real Estate Order Form	*www.supraekey.com/Documents/REorderform.pdf*
SupraWEB Single Sign-On (SSO)	*www.supraekey.com/Documents/SSO-Instructions.pdf*

System Components

Component	Description
Keybox	Supra keyboxes hold property keys to the listed properties. To show a listing, access the keys inside the property's keybox.
XpressKEY	The XpressKEY provides access to Supra keyboxes and keeps track of its opened keyboxes.
Supra Network	The Supra network maintains all key and keybox data.
SupraWEB	SupraWEB, available at *www.supraekey.com*, is the agent's website to view and manage information, get update codes, create reports, and more.
KIMvoice	Keybox Information Manager (KIM) is the Supra network that maintains the key and keybox data. Automated voice access to KIM is available by calling 1-888-968-4032.

XpressKEY Basics

The XpressKEY:

- Automatically renews keybox system privileges using a cellular radio
- Has an easy-to-use durable touchscreen display
- Fits easily in your hand or pocket
- Has a long battery life and the battery is removable and replaceable
- Battery charges with a universal micro-USB
- Uses infrared to communicate with keyboxes
- Helps to assign your keybox with a GPS receiver

The XpressKEY uses Global Positioning System (GPS) coordinates to assist with showing notifications, keybox

***Note**: The key serial number and bar code are located on the back of the key.*

INTRODUCTION

assignment, and XpressKEY location assistance. GPS location is collected on the *Obtain Key* and *Open Shackle* functions. **Note**: GPS can take 10 to 40 seconds to obtain a fix, depending on line-of-sight to satellites.

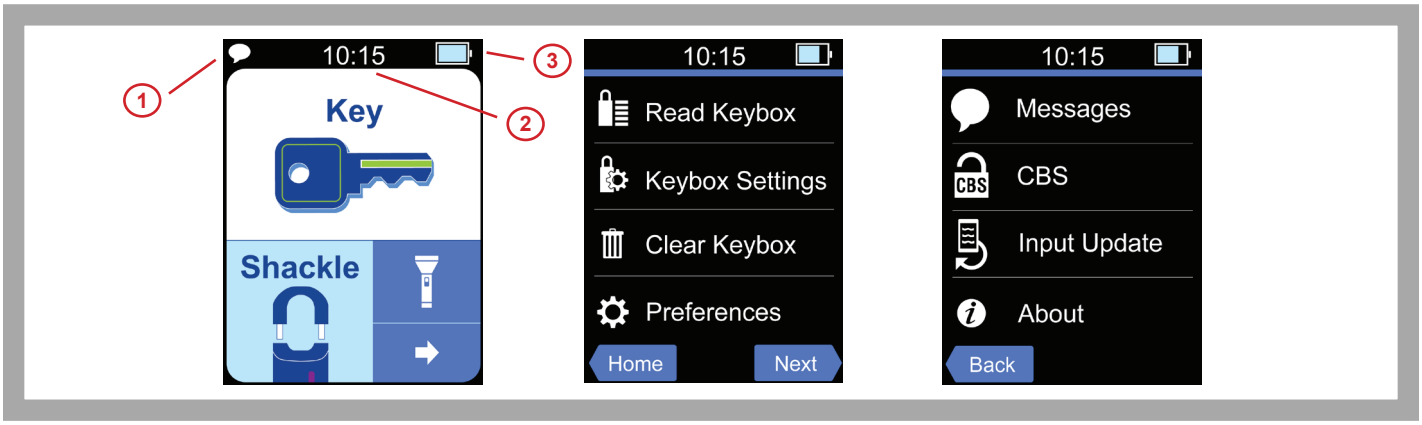
When you power on the key, the home screen appears with the most commonly used functions:

- Obtain a key
- Release a shackle
- Press the arrow button for additional features

The top bar displays:

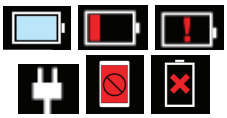
1. New message indicator
2. Current time
3. Battery status

Main Menu Screens



Menu Icons

Icon	Function	This means
	Key	Obtain a key from a keybox key container.
	Shackle	Open/Release the shackle to add or remove a keybox at a listing.
	Flashlight	Brighten the surrounding area with a Light-Emitting Diode (LED) flashlight.
	More Options	Find more options: Get messages, view showings, read a keybox, set up your preferences for the XpressKEY.
	Read Keybox	Read the keybox to see showings and details.
	Keybox Settings	Change the time the keybox can be opened or set a CBS code.
	Clear Keybox	Clear all previous data from the keybox.
	Preferences	Change the way the XpressKEY performs.
	Messages	Get messages from your association or organization.

	Call Before Showing (CBS)	Control access by requiring the buyer's agent to call the listing agent to obtain a CBS code.
	Input Update	Enter the code to update the XpressKEY.
	About	View details about the XpressKEY and update the key.
	Vibrate	Toggle the vibration on or off.
	Display PIN/ Shackle	Display the PIN or Shackle code on or off.
	Change PIN	Customize your Personal Identification Number.
	Languages	Change the language to French, Spanish, or English.
	Current Time	View the current time from the top status bar.
	**Battery Status**	View from the top status bar how much battery is left in the key, when it is charging, if the battery is too hot and when to replace the battery, respectively.

Battery

The XpressKEY has a rechargeable, replaceable battery that was specifically designed for XpressKEY. The battery should last several years (with average use) before it is replaced. When replacing the battery, only use the approved Supra XpressKEY battery. You can order the battery online through SupraWEB.

WARNING: Do not leave the XpressKEY or battery exposed to high (over 131°F/55°C). Lithium Ion batteries have a risk of fire, explosion, and burns. Do not short-circuit, crush, incinerate, or disassemble the battery. Burning these batteries will generate toxic fumes. Cool the exterior of the batteries to help prevent rupturing. In case of fire, use dry chemical, alcohol resistant foam, or carbon dioxide fire extinguishers. For specific information, see the battery manufacturer's warnings and cautions at *www.na.industrial.panasonic.com*.

Charging

Use the included micro-USB, off-the-shelf micro-USB, or car charger to charge the XpressKEY battery. When the battery is fully charged, the battery icon shows full. It takes about three (3) hours to fully charge.

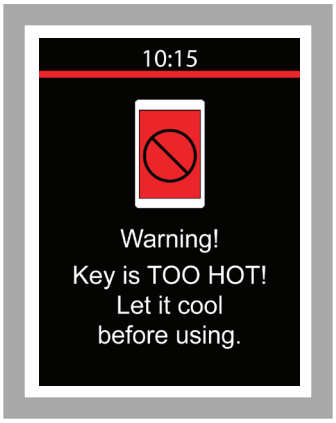
A warning displays on the XpressKEY when it has 25% battery life remaining. A second warning displays when there is 15% battery charge remaining. The XpressKEY will automatically shut down when the battery charge is at 5% and must be charged before the next use. To preserve battery power, the XpressKEY goes into *Standby* mode after 60 seconds of inactivity.

If the **Charge NOW** warning displays, you will be able to open a keybox after a minimum 10 min of charging, then a full charge to the XpressKEY is required.

Charging Port

Temperature Warning

The XpressKEY is designed to operate in temperatures between -4° and 131°F (-20° to 55°C). Low or high temperature conditions may shorten battery life or cause the XpressKEY to malfunction. If the XpressKEY reaches a temperature over 131°F (55°C) the key automatically goes into safe mode. ***DO NOT*** leave an XpressKEY in an environment that can exceed this range, such as automobiles. If you see the message "Warning! Key is TOO HOT!..." displayed on the XpressKEY, the key has reached a high temperature. Do not use it until it cools down.



Replacement

1. Remove the back cover.
2. Remove the old battery.
3. Fit the new battery into the battery area.
4. Replace the back cover and snap to close.

Disposal

Panasonic states "All Panasonic Lithium Ion batteries are classified by the federal government as non-hazardous waste and are safe for disposal in the normal municipal waste stream. These batteries contain recyclable materials and are accepted for recycling by the Rechargeable Battery Recycling Corporation's (RBRC) Battery Recycling Program. For more information on how to recycle your used Lithium Ion battery call 1-800-8-BATTERY for go to the RBRC website at *www.rbrc.org* for additional information."

Touchscreen

The XpressKEY has a Liquid Crystal Display (LCD) touchscreen. The protective plastic cover can be removed. You can use the protective cover as a template to shape a generic screen protector if needed.

Cleaning

⚠ **CAUTION**: Do not use acid/vinegar based or abrasive products to clean the touchscreen. Do not use pre-moistened cleaner wipes that are not specifically designed for LCD screens. These can damage the touchscreen and void the warranty.

***Tip**: You can use the protective cover as a template to cut a generic screen protector to the touchscreen size for the XpressKEY.*

Use non-abrasive glass cleaner with a clean soft cloth or pre-moisten LCD display cleaner wipes to clean the screen.

1. Spray the glass cleaner on the clean soft cloth.
2. Using the soft cloth or cleaner wipes, clean the screen.
3. Wipe until dry.

Touchscreen Warranty

The XpressKEY has a limited warranty. Check the warranty page for more details.

2

Get Started

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2

Power Up

There are three (3) power states; *ON*, *OFF*, and *Standby*.

- **ON**. Press the power button on the left side to turn it on.
- **OFF**. Use this feature when the key will not be operated for an extended period of time. While in the OFF state the key will not be able to check into the network. Push and hold the power button (about 3-5 seconds) and tap **Power Off** to turn it off.
- **Standby**. Press the power button momentarily to place it in 'standby' (sleep-type) mode. Some background operations such as GPS and cellular may still occur. Press the power button momentarily to awaken the key.

Agent Identification

The Agent ID is a keyholder identification feature. If your board or association enables this feature, they can use SupraNET to establish this information when the agent signs up and it generally does not change.

Each time the XpressKEY is turned on, the keyholder's identification information (name, ID number, and association) is displayed on the Agent ID screen. Tap anywhere on the screen to dismiss the Agent ID screen and return to the home screen. The Agent ID will display again when you turn off the power and then back on again.

The barcode scanner used to read the Agent ID must use LED (as opposed to laser) to penetrate the glass touch screen.

GET STARTED

Automatic Update

The XpressKEY contains a cellular radio that communicates with the Supra network. The XpressKEY is programmed to automatically sync twice a day to update the key, send and receive showing notifications, and receive messages. For the key to update it must be powered on and within cellular range for 10 continuous minutes during any 24-hour period to update.

As long as the XpressKEY is updated, it does not need to be within cellular range to open keyboxes. However, it does need to be in cellular range to send and receive showing notifications.

In order for an automatic update to occur the XpressKEY must be:

- Must be in *Powered ON* mode and have a charged battery
- In cellular range
- In good standing with your association or organization and Supra

Manual Update and Sync

If the XpressKEY was not able to update or requires an update, a *Key Expired*! *Enter Update Code* alert displays and you can manually update the XpressKEY by following the applicable instructions below.

A *Warning Cellular Coverage Required* pop-up box will appear if you are out of cellular range when you try to perform a function that requires cell connection. If you see the warning, move into cellular coverage.

Obtain an Update Code

If the XpressKEY is outside the cellular range for more than 24 hours, there are three (3) ways to update your key:

***Tip**: If you get the **Key Expired!** warning, While in cell coverage, power the XpressKEY off, then power it back on to reconnect it to the system.*

Option 1: Get an Update Code with SupraWEB

1. Go to: *www.supraekey.com*.
2. Select **Agents-Log on to SupraWEB** and Login.
3. Select the **Update Code** link under *Quick Links*.
4. Type the displayed update code into the XpressKEY.

Option 2: Get an Update Code from your Administrator

Option 3: Get an Update Code with KIMVoice

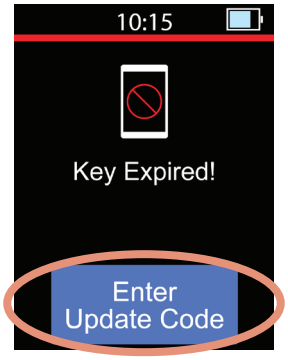
1. Call 1-888-968-4032.
2. Follow the automated prompts to get an update code.
3. Follow the above below *From the Main Screen*.

Enter an Update Code

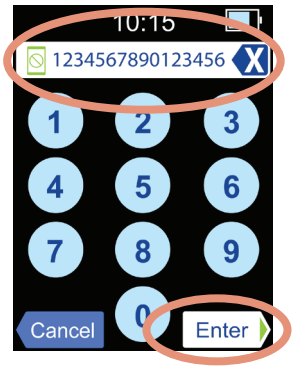
If you see the *Key Expired!* screen, the key may be out of cellular range. When you move the XpressKEY into cellular range, it will connect to the system. If you are out of cellular coverage, get an update code (from SupraWEB, your administrator, or KIMVoice) then follow the directions below to update your key.

From the Key Expired! Screen

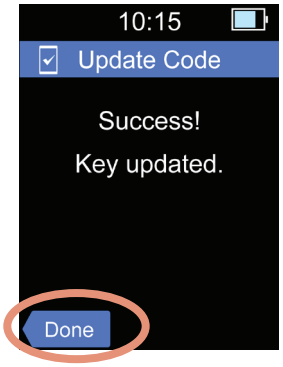
1. Tap **Enter Update Code**.



2. Type in the update code and tap **Enter**.

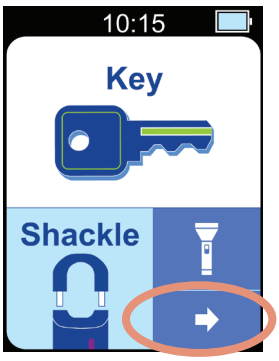


3. Tap **Done** to exit.

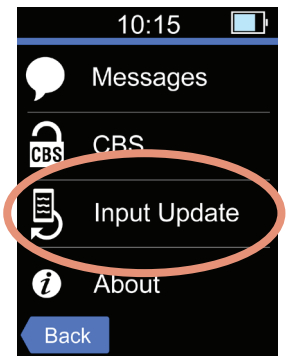


From the Main Screen

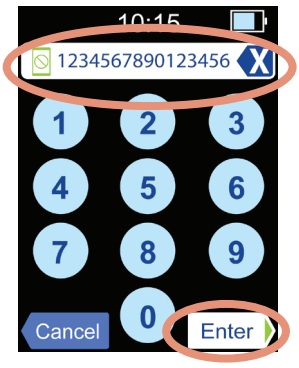
1. Tap on the arrow and then **Next**.



2. Tap on **Input Update**.



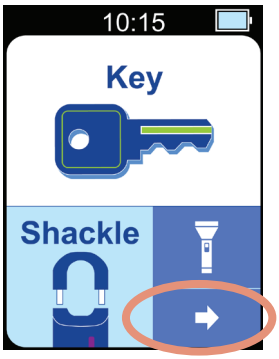
3. Type in the code and tap **Enter**.



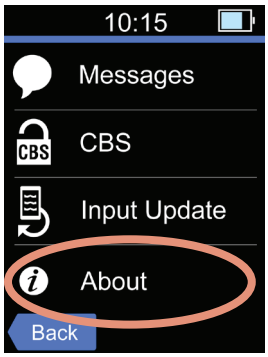
4. Tap Done to exit.

You can power the XpressKEY off and back on to initiate an update or if you want to keep the key powered on, perform the following steps. After step 3 below, the radio turns on and the key checks for new information. If the key receives new information the *Update Key Communicating...* screen pops up and then the key is updated.

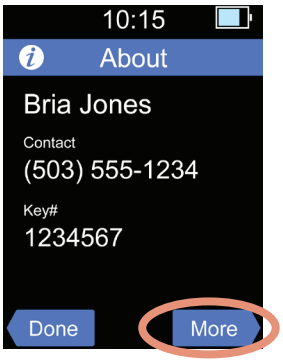
1. On the main screen tap the arrow then **Next**.



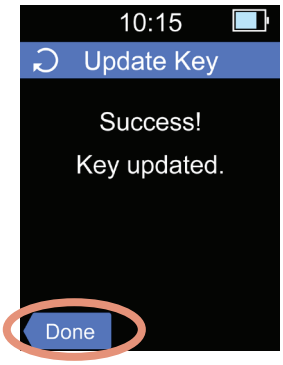
2. Tap **About**.



3. Tap **More**.



4. Tap **Done** to exit.



GET STARTED

3

XpressKEY Operations

OPERATIONS

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Keyboxes

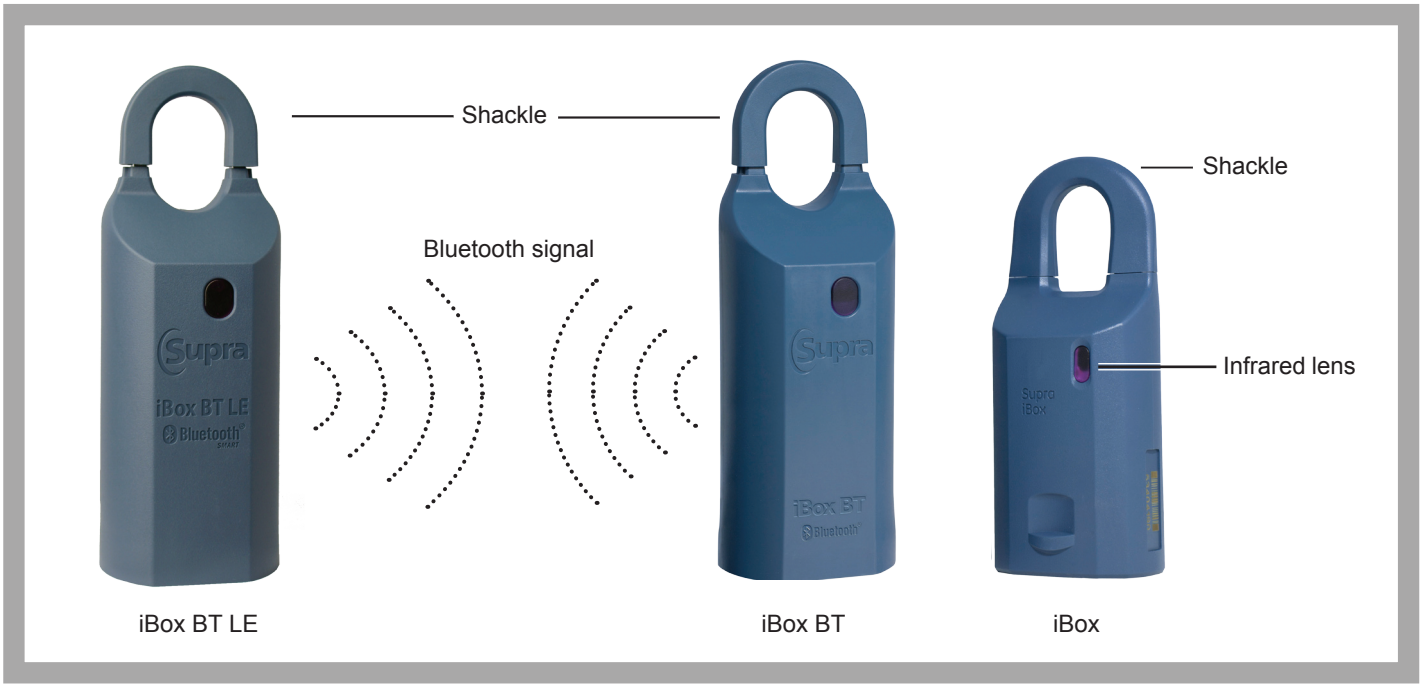
The XpressKEY uses an infrared signal and can communicate with any of the Supra iBox keyboxes.

The XpressKEY electronic key allows access to the keyboxes to:

- Release the key container
- Release the shackle
- Change the keybox settings
- Read the showing history stored in a keybox

There are three (3) different versions of keyboxes that may be placed on your listings and depends upon your association or organization. The iBox BT LE and iBox BT read infrared and Bluetooth® signals. In addition, the iBox BT LE uses a low energy battery. The classic iBox (the original Supra iBox) reads only an infrared signal.

***Note**: Direct sunlight can interfere with the infrared communication and shading the area between the XpressKEY and the keybox may be required.*



Key Container

The iBox BT LE and iBox BT key containers hold up to five (5) listing keys or two (2) gate cards and two (2) keys. The classic iBox key container holds up to three (3) listing keys.

CAUTION: Do not place ID tags, key rings, or loose objects in the key container. It can jam the container.

Before closing the key container, verify that all items are well inside and the front is not bowing or bulging out. If you are a listing agent, always make sure you have a spare set of keys before closing the key container.

To close the key container, turn it so the compartment holding the keys is facing you. Insert the key container into the bottom of the keybox and push up until it closes.

Keybox Showing Hours

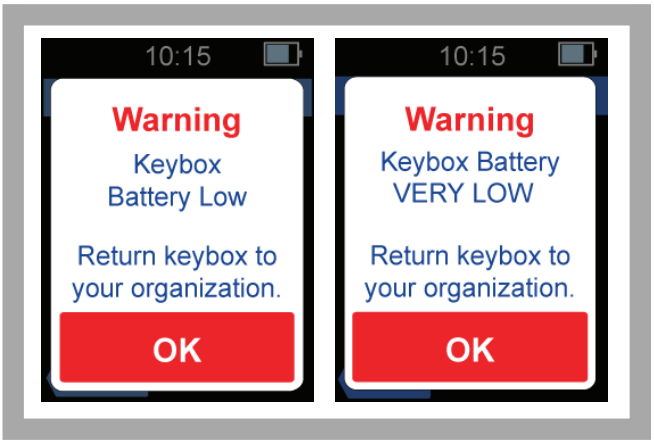
Keybox access hours, established by your association or organization, are programmed into each keybox. You can change your keybox to allow access for specific hours. To determine the timed access hours preset for keyboxes in the area, contact the local organization.

Showing hours are in Standard time zone. If the local area observes daylight-saving time, the actual access hours are one (1) hour later than the hours set in the keybox during daylight-saving time. For example, if a keybox is set for access from 8 a.m. to 9 p.m. Standard time, during daylight-saving time, the actual showing hours are 9 a.m. to 10 p.m.

Customize the keyboxes in your inventory to allow 24-hour access or to limit access to during the timed access hours, see *"View Keybox Showings" on page 18* for more information.

Keybox Battery Warnings

The XpressKEY displays a warning if the keybox battery is low. When low battery warnings are displayed, return the keybox to your organization.



Call Before Showing

Every Supra keybox contains a Call Before Showing (CBS) code that your association or organization can activate. The CBS code allows the listing agent to control access to the keybox. The showing agent must contact the listing agent to determine if a CBS code is required and get the CBS code to open the keybox.

When the keybox requires a CBS code, a prompt to enter the code into the XpressKEY pops up before the key container is released. Enter the CBS code and select Continue each time an *Obtain Key* function is performed. See "*CBS*" on page 22 for more information on how to enter the CBS code into the XpressKEY.

Cooperating in Neighboring Areas

To access a keybox in a neighboring association or organization, the cooperating association or organization must give you permission to update the XpressKEY for their area. Check with your organization to determine if there is a cooperating agreement in place. The XpressKEY supports up to 50 cooperating codes.

Step 1 Get permission from your organization to access cooperating areas.

Step 2 Once the programming is added to the XpressKEY, contact the cooperating organization to receive permission to update your XpressKEY for their system.

Step 3 After both steps are completed, perform an *Update Key* function or wait until the next time the XpressKEY updates (it will update the primary system and the cooperating system).

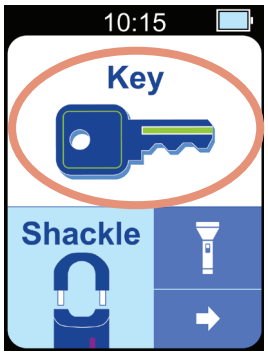
Obtain Key

To get a key from a keybox a Personal Identification Number (PIN) must be entered to perform the *Obtain Key* function. The XpressKEY gives an opportunity to to aim the XpressKEY at the keybox up to five (5) minute after starting the operation. This allows you to enter the PIN in the car and then walk up to the keybox.

***Note**: The distance between the XpressKEY and the infrared lens on the keybox should be less than a foot. Direct sunlight can interfere with the infrared communication and shading the area between the XpressKEY and the keybox may be required.*

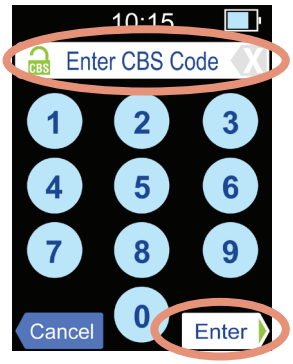
After performing an *Obtain Key* function, the XpressKEY automatically sends the activity to the servers when in cellular range. When it is not in cell range then it will save the activity and send it to the servers when it is back in range.

1. On the main screen tap the **Key** icon.



2. Type in the PIN number and tap **Enter**.

3. If prompted type in the CBS code and tap **Enter**.



4. **Point** the key at the keybox.

5. Press up on the key container at the bottom of the keybox.

6. Press **Done** on the XpressKEY to exit.

***Tip**: If you mistype the PIN code, tap the X to clear the last number entered.*

OPERATIONS

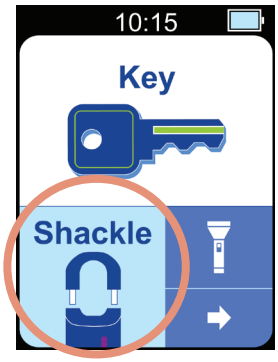
Open/Release Shackle

Each keybox has a four-digit shackle code. Release the shackle to place it on, or remove it from, a listing. After the shackle code is entered, a prompt appears asking for a reason for the shackle release. The reason choices are:

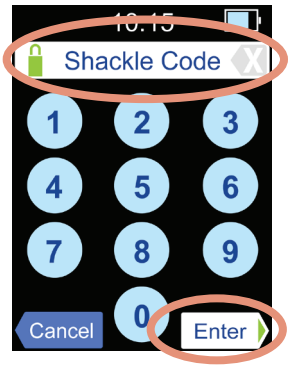
- Put on a listing
- Remove from a listing
- Relocate on same listing
- None of the above

***Note**: For an iBox BT LE and iBox BT keybox, press down on the shackle then pull up on the shackle to remove it completely. For a classic iBox keybox, the shackle pops open and swings on one side. To fully remove the iBox shackle perform the remove shackle operation twice.*

1. On the main screen tap the **Shackle** icon.



2. Type in the shackle code and tap **Enter**.



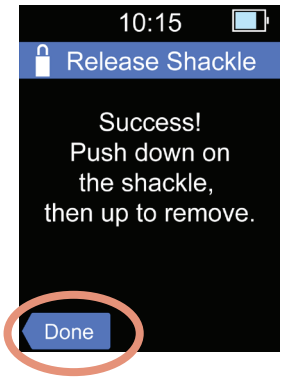
3. Select a reason, press **Enter**, and follow the prompts.

4. **Point** the key at the keybox.

5. Push down on the shackle.

6. Then pull up to remove the shackle.

7. Tap **Done** to exit.



Keybox Assistant

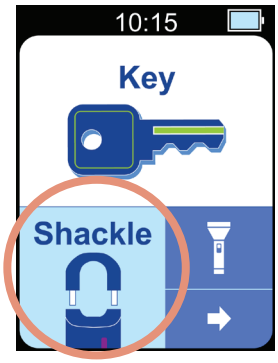
Boards and associations must first opt-in to this feature for it to be active. The *Keybox Assistant* uses Global Positioning System (GPS) to help you assign your keybox. It helps increase the number of keyboxes that have a listing ID or addresses assigned to them. When more keyboxes are associated with a listing ID or address, reports are more informative and are easier to distinguish which of your listings have activity.

If *Put on a listing* is selected, a prompt to enter a house address displays. When the property or house number (or partial number) is entered, the Supra system looks at new MLS listings entered by you and attempts to

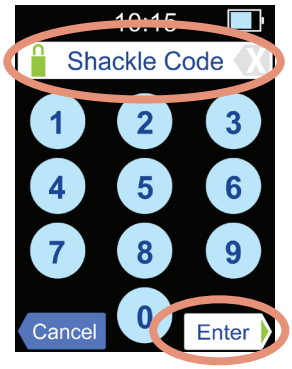
find the corresponding MLS number. If there are several possibilities, an email is sent to you asking you to select the link of the correct address for the listing. If a match is made, you will receive an email telling you the assignment has been made. If no match is found, the keybox remains unassigned.

***Tip**: Assign a listing ID or address to the keybox when you place it on property to make sure your reports and email notices are more complete.*

1. On the main screen tap the **Shackle** icon.



2. Type in the shackle code and tap **Enter**.



3. Select a reason, press **Enter**, and follow the prompts.

4. Add the property address and tap **Enter**.

5. **Point** the key at the keybox.

6. Push down on the shackle.

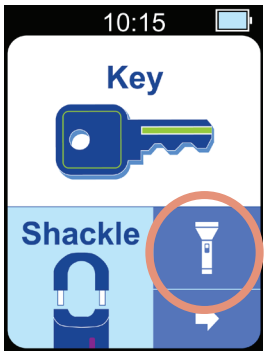
7. Then pull up to remove the shackle.

8. Tap **Done** to exit.

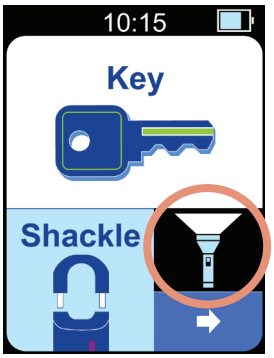
Flashlight

Tap the *Flashlight* button to activate the LED flashlight. Tap it again to turn it off.

1. Tap the *Flashlight* icon to turn it ON.



2. Tap the *Flashlight* icon to turn it OFF.



4 Additional Features

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4

Manage Keyboxes

Each time a Supra key releases the key container in a keybox, the showing is recorded in the key and the keybox. The showing event is also sent to the Supra database. As a listing agent, there are several ways to see your listing activities. You can also get a report of how many properties you've accessed.

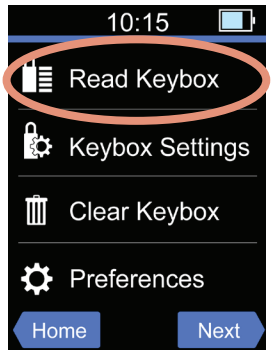
There are three (3) ways to view showing activity:

- Read the keybox to transmit and view the showing information to the XpressKEY
- View showing reports and key activity reports on SupraWEB
- Set up SupraWEB to send you an email when you've had a showing

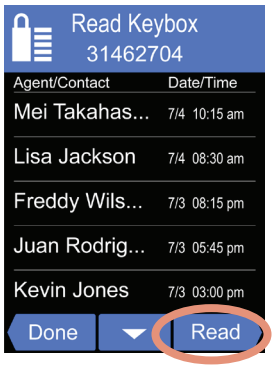
Read a Keybox

Keyboxes store showing information for the most recent 100 showings and the XpressKEY displays the most recent 10 showings. Up and down scrool arrows allow for easy movement to see more information on the listing and the detail views. Also, you can visit the property listing and use your XpressKEY to determine who has recently accessed your keybox. View the agent's name, phone number, the date, and time that the property was shown. Reading a keybox will clear all previous data on the keybox.

1. Tap **Read Keybox**.

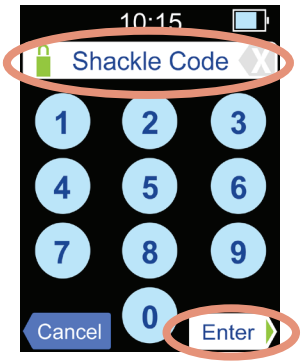


2. Tap **Read.**



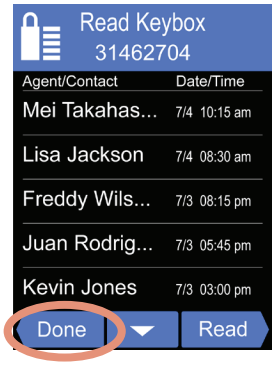
3. Tap **OK** to the warning.

4. Type in the shackle code then tap **Enter**.



5. Point the key at the keybox.

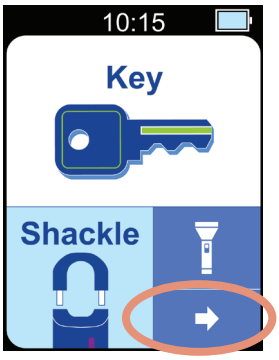
6. Tap **Done** to exit.



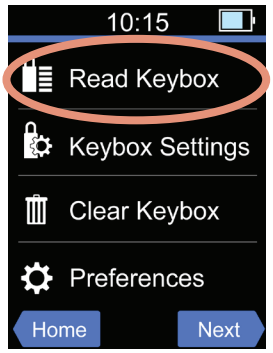
View Keybox Showings

You can only view showing activity on the XpressKEY after you perform a keybox read.

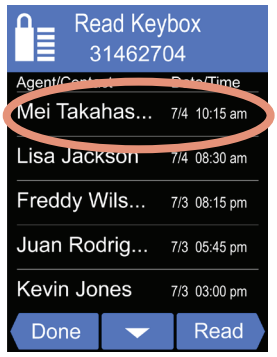
1. On the main screen tap the arrow.



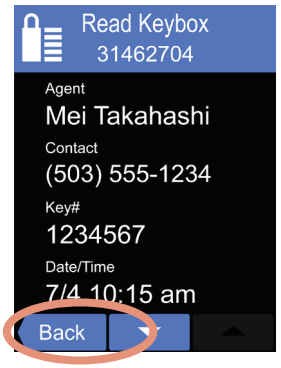
2. Tap **Read Keybox**.



3. Tap on a showing to view in detail.



4. Tap **Back** then **Done** to exit.



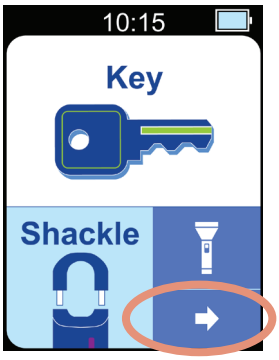
Keybox Settings

On a keybox in your inventory, you can set the time when access is permitted while the agent's permissions determine if they have access to the keybox. The XpressKEY sends the request directly to the Supra system in real time.

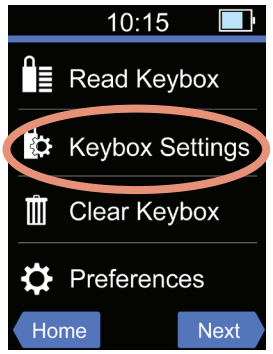
- **24-Hour Access**. This setting allows the keybox to be opened at any time of the day or night.
- **Timed Access**. Adjust the time of day or night in which the keybox can be opened.

Note: A keybox shackle code is required to change the keybox options.

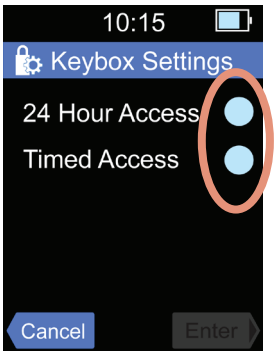
1. On the main screen tap the arrow and **Next**.



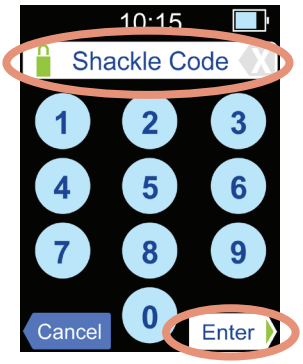
2. Tap **Keybox Settings**.



3. Tap on an option and then **Enter**.

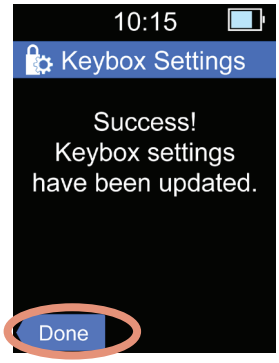


4. Type in the shackle code and tap **Enter**.



5. Point the key at the keybox.

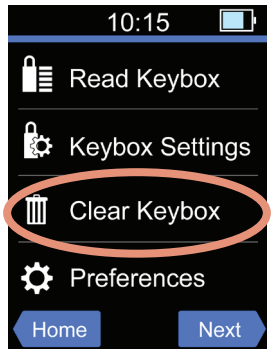
6. Tap **Done** to exit.



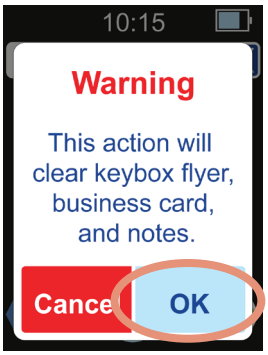
Clear Keybox

The keybox stores a showing record each time the key container is released. It records the date and time the property was shown, the buyer's agent's name, key serial number, and phone number. The *Clear Keybox* function will clear the keybox flyer, business card, and notes stored in your keybox. The *Clear Keybox* function does not clear the information from SupraWEB or the showing information.

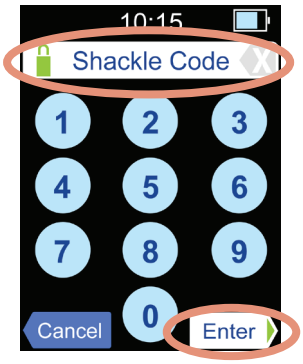
1. Tap **Clear Keybox**.



2. Tap **OK** to proceed.

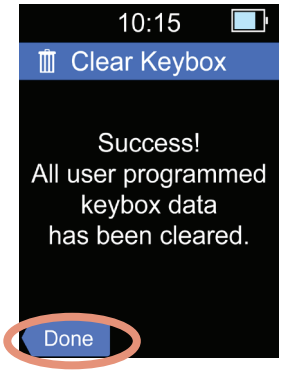


3. Type in the shackle code and tap **Enter**.



4. Point the key at the keybox.

5. Tap **Done** to exit.



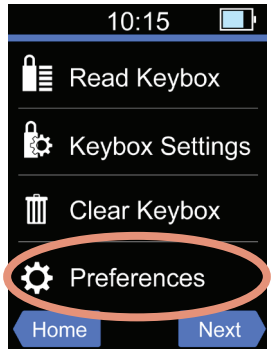
Preferences

You can disable or enable the vibration feedback, show or hide your codes, and change your PIN or language.

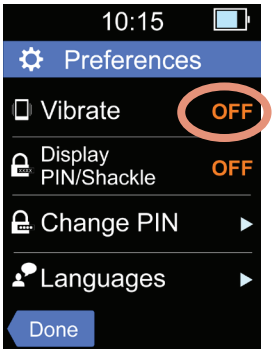
Vibrate Mode

The XpressKEY uses vibration (haptic feedback) along with messages on the screen to communicate with the user. Vibrations are used to communicate when buttons are pushed, the key finishes a task successfully, and errors.

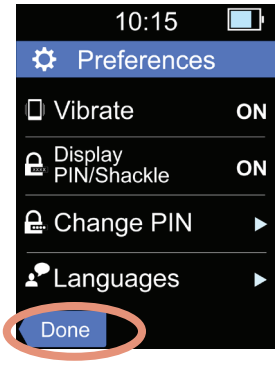
1. Tap **Preferences**.



2. Tap **Vibrate** to toggle ON or OFF.



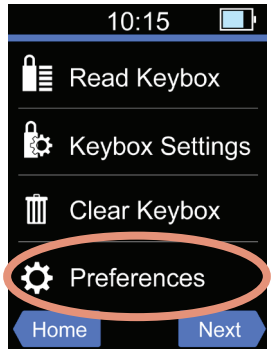
3. Tap **Done** to exit.



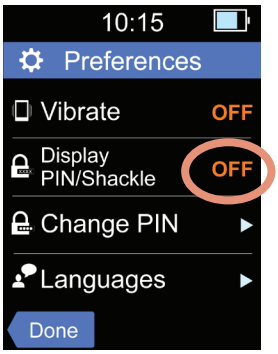
Display PIN or Shackle Code Mode

When the *Display PIN/Shackle* mode is enabled, the XpressKEY will display your four-digit Personal Identification Number (PIN) or the keybox shackle code as it is entered into the XpressKEY. Follow the steps below to turn this feature ON or OFF.

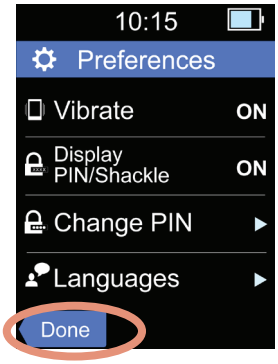
1. Tap **Preferences**.



2. Tap **Display PIN/Shackle** to toggle ON or OFF.



3. Tap **Done** to exit.

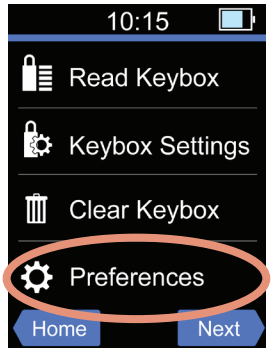


Change PIN Code

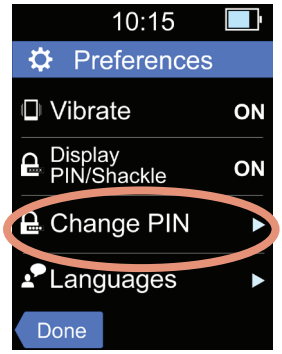
A Personal Identification Number (PIN) is used to help prevent unauthorized use of the key. An easy way to change your PIN is directly on the XpressKEY. After you change the PIN, the XpressKEY sends the change to the Supra system. The PIN will not take effect until the servers confirm the change, then a *Success!* confirmation is sent to the XpressKEY. You can also change your PIN code at the SupraWEB agent website or through your association or organization.

Customize the PIN in the XpressKEY

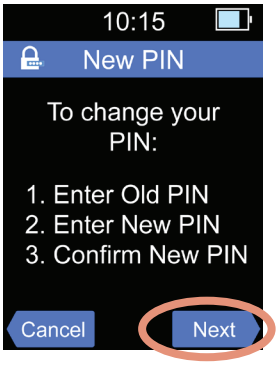
1. Tap **Preferences**.



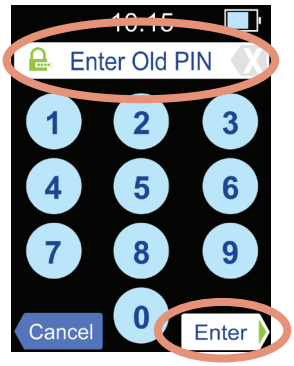
2. Tap **Change PIN**.



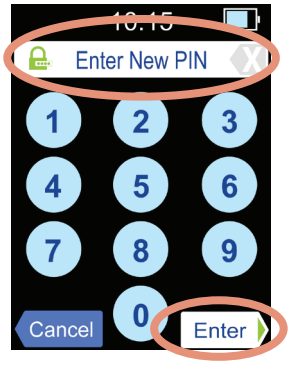
3. Tap **Next** to proceed.



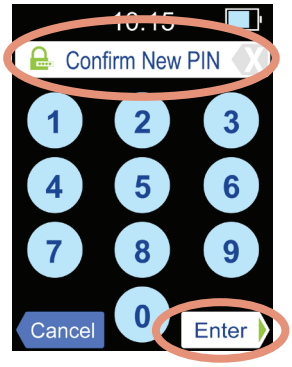
4. Type in the current PIN code, tap **Enter**.



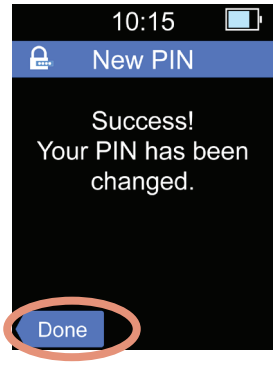
5. Type in the new PIN code and tap **Enter**.



6. Confirm the **new PIN** code and tap **Enter**.



7. Tap **Done** to exit.



Customize the PIN in SupraWEB

1. Using a computer, navigate to *www.supraekey.com*.
2. Select **SupraWEB Login for Real Estate Agents**.
3. Enter the user ID, password, and select **Login**.

Note: *To register for a single sign on (SSO) user ID and password, click the* **Register** *button.*

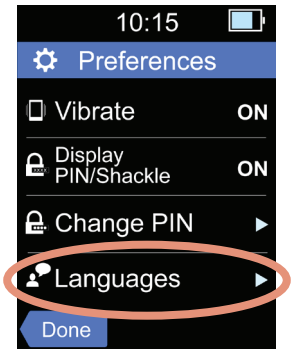
4. Select **Change PIN**.
5. Enter the current PIN code.
6. Enter the new PIN code and re-enter to confirm.
7. Select **Save**.
8. Verify cell/data coverage.
9. On the XpressKEY open the **About** feature.
10. Tap on **More** to update the XpressKEY.

The radio turns on and a message displays that the PIN had changed and new information will be downloaded to the key.

Languages

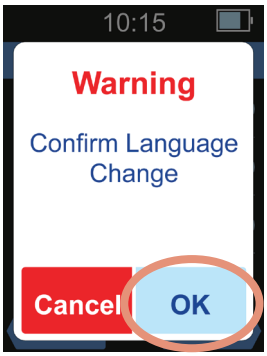
The XpressKEY operates in three (3) different languages, English, French, and Spanish. Follow the steps below to change the language.

1. In *Preferences* tap **Languages**.



2. Tap a language and **Enter**.

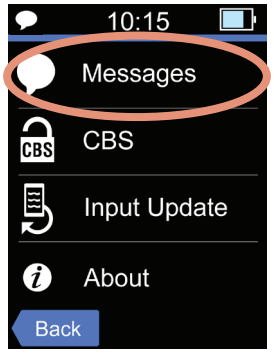
3. Tap **OK** to proceed.



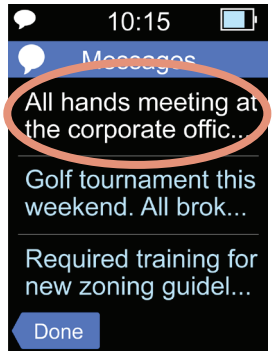
Messages

The XpressKEY can receive messages from Supra, your organization, or office broker. The new message icon in the top menu bar alerts you when there are new messages and disappears after the last unread messages is read. The white text represents an unread message. The XpressKEY can store up to three (3) 140 character text messages. Tap the arrows at the bottom of the screen to maneuver through the message. If three (3) non-expired messages are stored, the next message received will replace the oldest message (even if it is unread).

1. Tap **Messages**.

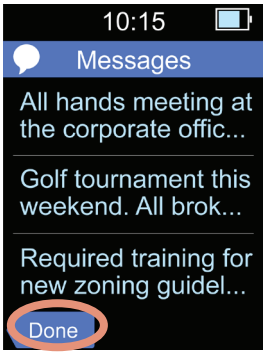


2. Tap a message to view in more detail.

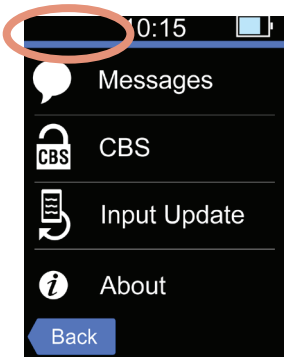

10:15
All hands meeting at the corporate offic...
Golf tournament this weekend. All brok...
Required training for new zoning guidel...
Done

3. Tap **Back**.

4. Tap **Done** to exit.



***NOTE**: The message icon disappears.*

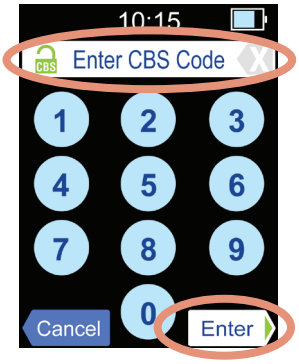


CBS

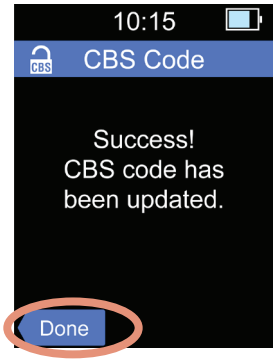
If the CBS code is required in a keybox, you must enter the CBS code into the XpressKEY before accessing the keybox. If an invalid CBS code is entered three (3) times in a row, the operation will fail. Then you must contact *Customer Support*.

1. Tap **CBS**.

2. Type in the CBS code and tap **Enter**.



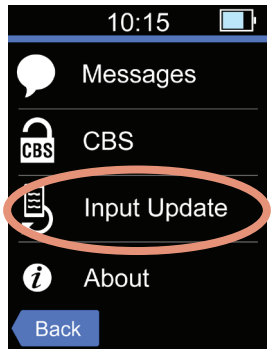
3. Tap **Done** to exit.



Once the CBS code for a keybox is entered into the XpressKEY, follow the standard procedure for releasing the key container. Keybox access is permitted until the listing agent changes the keybox or another CBS code is entered for a different keybox.

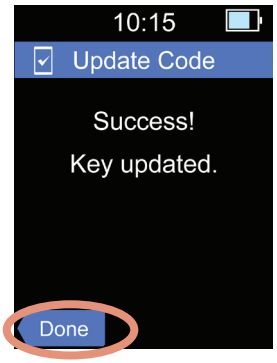
Input Update

1. Tap **Input Update**.



2. Type in the update code and tap **Enter**.

3. Tap **Done** to exit.



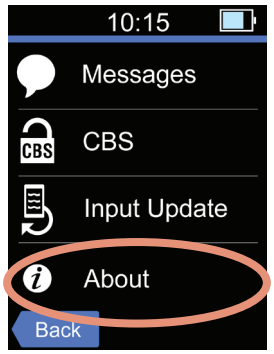
About

The **About** feature gives you access to useful information about your XpressKEY.

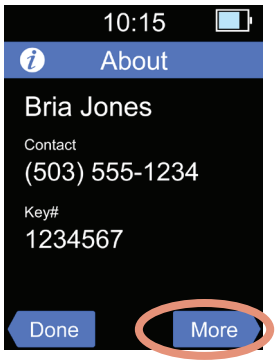
- XpressKEY owner, owner's contact number, and key serial number
- If the key is registered on the cellular network, its carrier, signal, SIM information, and the firmware version
- View XpressKEY errors

At the second screen in the **About** function the communication radio turns on and the key checks for messages. If the key receives new information the "*Communicating...*" and "*Success! Key updated.*" screens appear.

1. Tap **About**.

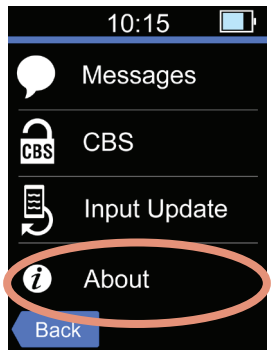


2. Tap **More**.

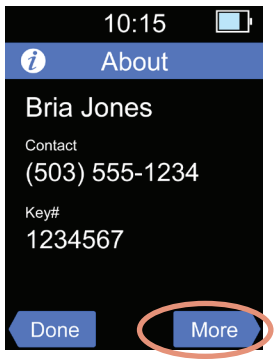


View XpressKEY Details

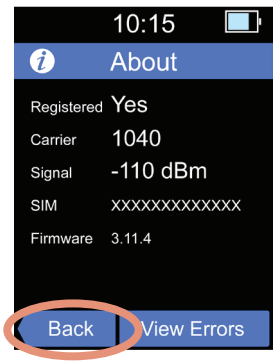
1. Tap **About**.



2. Tap **More**.



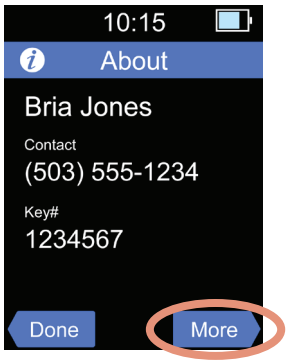
3. Tap **Back** and then **Done** to exit.



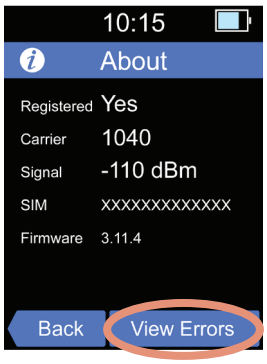
View Error List

XpressKEY has the ability to view the previous five (5) error codes and their descriptions. To see more information, use the UP and DOWN arrows to scroll through the individual error codes.

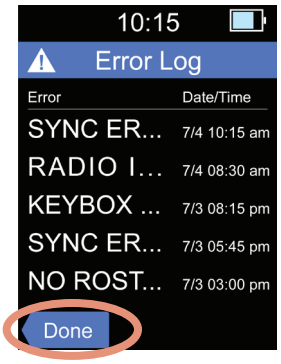
1. Tap **About** then **More**.



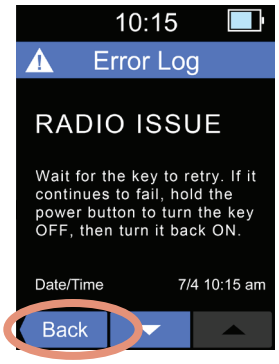
2. Tap **View Errors**.



3. Tap an error for more details.



4. Tap **Back** and then **Done** to exit.


10:15
Error Log
RADIO ISSUE
Wait for the key to retry. If it continues to fail, hold the power button to turn the key OFF, then turn it back ON.
Date/Time 7/4 10:15 am
Back

5

Manage XpressKEY in SupraWEB

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SupraWEB Functions

5

SupraWEB is the agent website, available at *www.supraekey.com*. With SupraWEB you can perform several functions from your computer.

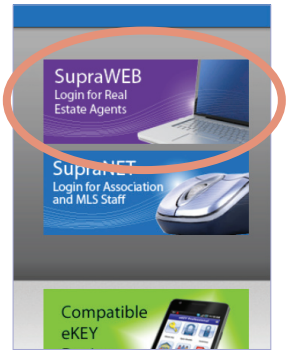
- Obtain an update code for the XpressKEY
- Identify keyholder names by key serial number
- Manage keybox inventory and listing information
- Set up notifications
- View, email, and schedule activity reports
- View and send showing feedback
- Manage alerts, billing, and change the PIN code

SupraWEB Login

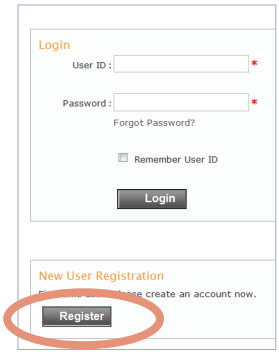
To set up a user ID and password, follow the SupraWEB Single Sign-On (SSO) Instructions at *http://www.supraekey.com/Documents/SSO-Instructions.pdf*:

1. On a computer, navigate to *www.supraekey.com*.

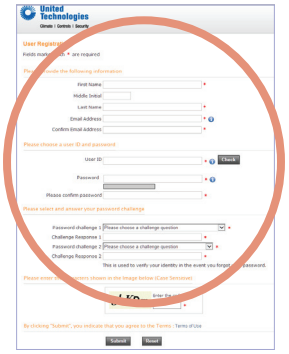
2. Click **SupraWEB Login for Real Estate Agents**.



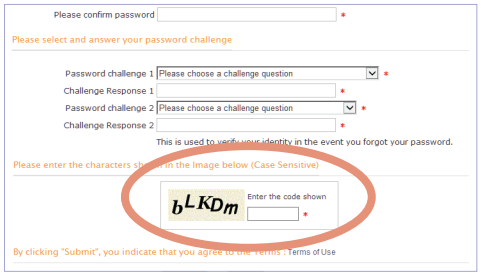
3. Click the **Register** button.



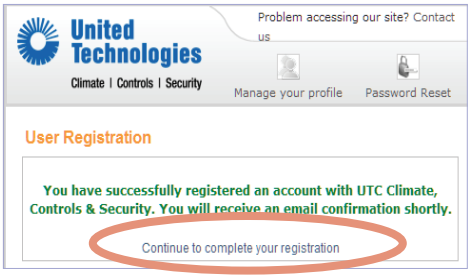
4. Fill out the *User Registration Application* screen.



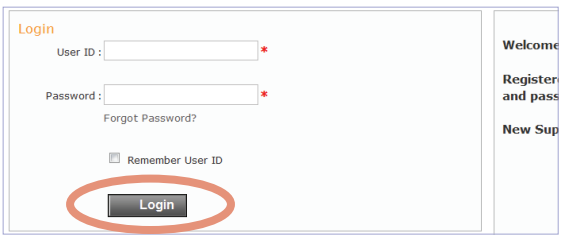
5. Type in the security characters and click **Submit**.


Please confirm password
Please select and answer your password challenge
Password challenge 1
Please choose a challenge question
Challenge Response 1
Password challenge 2
Please choose a challenge question
Challenge Response 2
This is used to verify your identity in the event you forgot your password.
Please enter the characters shown in the image below (Case Sensitive)
Enter the code shown
By clicking "Submit", you indicate that you agree to the Terms of Use

6. Click the **Continue to complete your registration** link.


United Technologies
Climate | Controls | Security
Problem accessing our site? Contact us
Manage your profile
Password Reset
User Registration
You have successfully registered an account with UTC Climate, Controls & Security. You will receive an email confirmation shortly.
Continue to complete your registration

7. Type in your new ID and password and click **Login**.



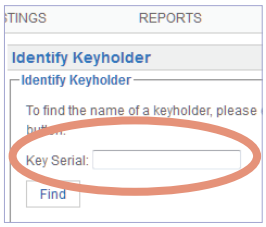
***Note**: The first time you login, your key serial number, PIN, and association or organization (select from a dropdown list) are required.*

In the future, to login into SupraWEB only the user ID and password are required.

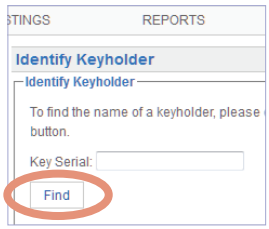
Identify a Keyholder by Serial Number

1. Click **Identify Keyholder**.

2. Enter the key serial number.



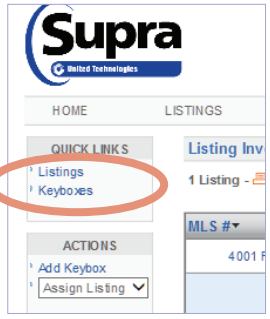
3. Click **Find**.



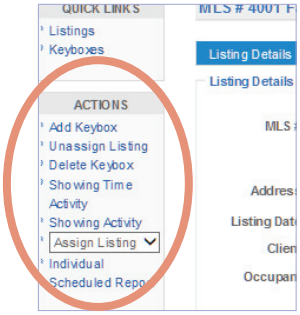
Manage Keybox Inventory

1. Click **LISTINGS**.

2. Click the **Keyboxes** link.



3. Click a keybox Manage the keybox information.



To add a keybox, click the ***Add Keybox*** link, enter the keybox serial number, shackle code, and MLS number where the box is located.

To assign a listing to a keybox already in your inventory, select the *Assign Listing* dropdown, choose the keybox, and enter the MLS number where the keybox is located and click **Assign**.

Notification Setup

As a listing agent you have several options for sending showing notifications. Your board or association must contact Supra to "opt-in" to showing notifications for this feature to be available to you. Using SupraWEB, you can add multiple people (i.e. the listing agent, office staff, and the home owner) to receive notifications. Notifications are sent to email addresses and cell phone numbers (as text) but not to the XpressKEY.

Listing agent - To receive notifications, make sure your email is correct in the *Email Address* field and check the *Send me showing notifications...* box in *General Email Settings*.

Partner or team member - Add partners to receive all showing notifications by entering their email in the *Also send a copy to: (CC)* field.

Client - To have your client receive notifications, go to the specific keybox in your inventory, check the box and enter their clients email.

The *Showing Notification* feature alerts the listing agent when a keybox key container is opened to start a showing. This information can be display on all activity reports.

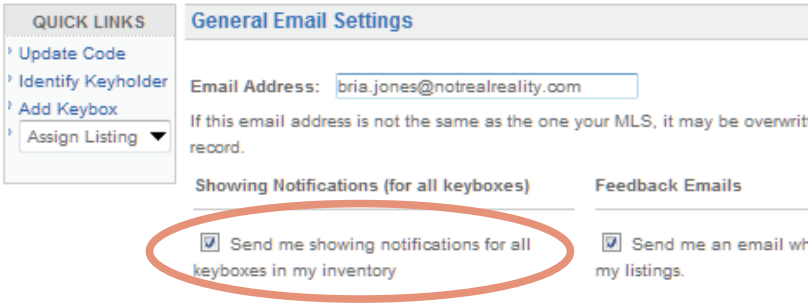
Showing information includes keybox serial number, associated listing address/information, date of showing, the beginning and the end of the showing time (if enabled), and displays on all activity reports in SupraWEB.

End of Showing Notification

The XpressKEY uses GPS to determine when a showing is complete by moving away from the approximate keybox area. End of showing information includes the keybox serial number, the property address, date and time of the end of the showing. *End of Showing* (EoS) notification allows the listing agent and designated recipients to see when the showing begins and ends for a property.

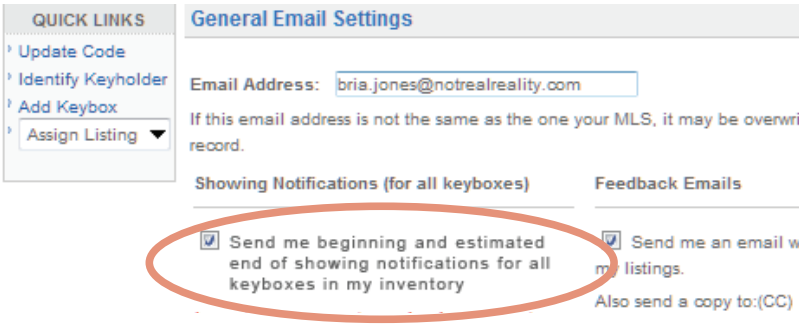
If the EoS notification is **not** enabled by the association, the box in the S*howing Notifications (for all keyboxes*):

☐ Send me showing notifications for all keyboxes in my inventory



If the EoS notification **is** enabled by the association, the box in the S*howing Notifications (for all keyboxes*) will say:

☐ Send me beginning and estimated end of showing notifications for all keyboxes in my inventory


QUICK LINKS
Update Code
Identify Keyholder
Add Keybox
Assign Listing
General Email Settings
Email Address:
bria.jones@notrealreality.com
If this email address is not the same as the one your MLS, it may be overwri
record.
Showing Notifications (for all keyboxes)
Feedback Emails
Send me beginning and estimated end of showing notifications for all keyboxes in my inventory
Send me an email w
listings.
Also send a copy to:(CC)

Below is an example of an EoS notification message that is transmitted to the designated recipients:

From: ShowingValue [mailto:ShowingValue.UnmonitoredMailbox@fs.utc.com]
Sent: Monday, August 10, 2015 4:12 PM
To: Jones, Bria
Subject: End of Showing Notification Email from Mark Johnson

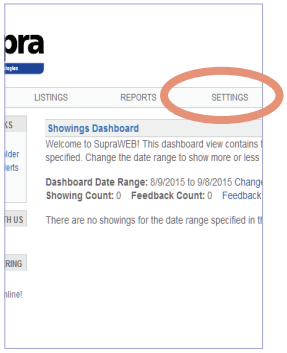
This message is to inform you that the Supra system detected the showing has ended for Listing 4001 Fairview Industrial Drive, Salem, OR 97302 at 4:06PM on 08/10/2015 4:06PM

Please note that this notification does not guarantee that the showing agent is no longer at the listing.

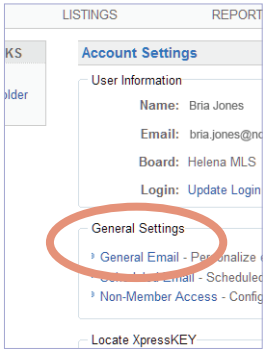
Set Up Notifications for All Inventoried Keyboxes

You can set up notifications to all the keyboxes in your inventory at once.

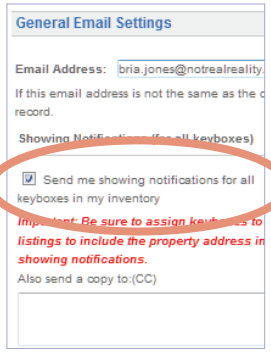
1. Click the **SETTINGS** tab.



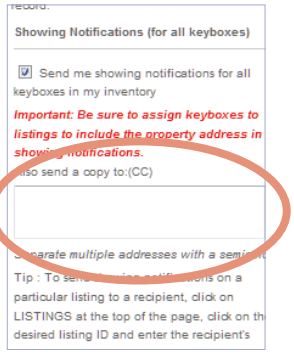
2. Click the **General Email** link.



3. Check the box **Send me showing notifications...**


General Email Settings
Email Address:
Send me showing notifications for all keyboxes in my inventory
Important: Be sure to assign keyboxes to listings to include the property address in showing notifications.
Also send a copy to:(CC)

4. Add recipients to the box **Also send a copy...**


Showing Notifications (for all keyboxes)
Send me showing notifications for all keyboxes in my inventory
Important: Be sure to assign keyboxes to listings to include the property address in showing notifications.
Also send a copy to:(CC)

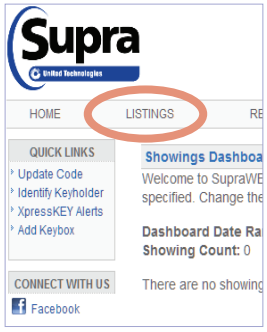
5. Click **Save**.

Note: The recipients will get an email from the Supra system indicating that their email ID is subscribed to receive showing notifications.

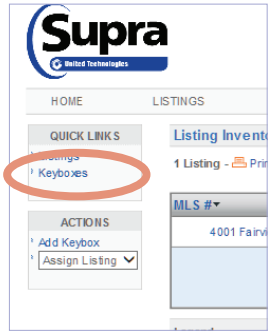
Set Up Notifications for Individual Keyboxes

You can set up showing notifications to the individual keyboxes in your inventory.

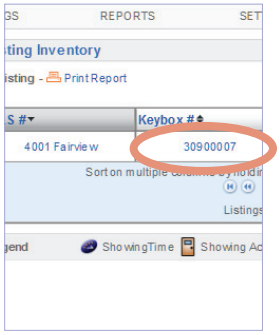
1. Click the **LISTINGS** tab.



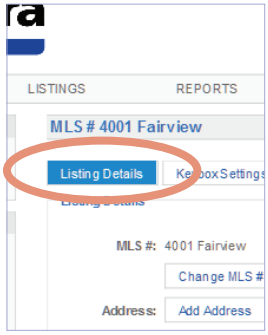
2. Click **Keyboxes** in *QUICK LINKS.*



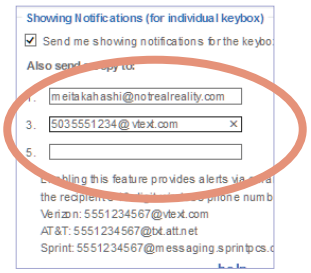
3. Click the keybox serial number.



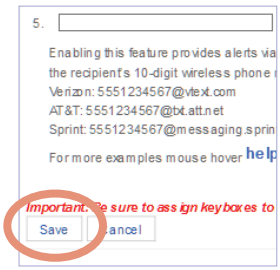
4. Click the **Listing Details** tab.



5. Add recipients to the box **Also send a copy...**



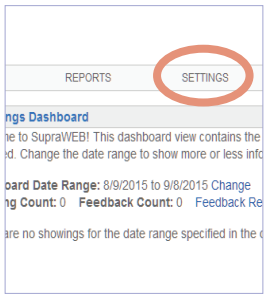
6. Click **Save**.



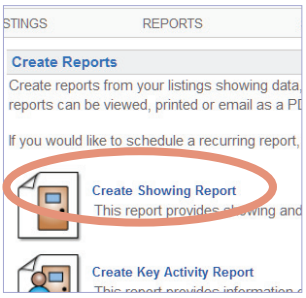
Note: The recipients will get an email from the Supra system indicating that their email ID is subscribed to receive showing notifications.

Reports

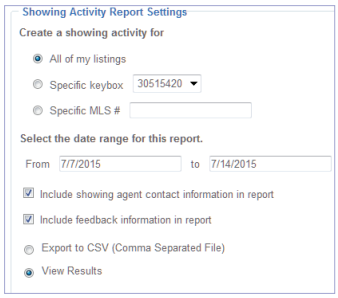
1. Click the **REPORTS** tab.



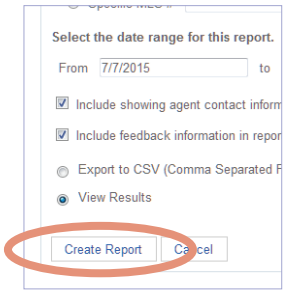
2. Click **Create Showing Report** link.


REPORTS
Create Reports
Create reports from your listings showing data,
If you would like to schedule a recurring report,
Create Showing Report
Create Key Activity Report

3. Select the settings for the report.

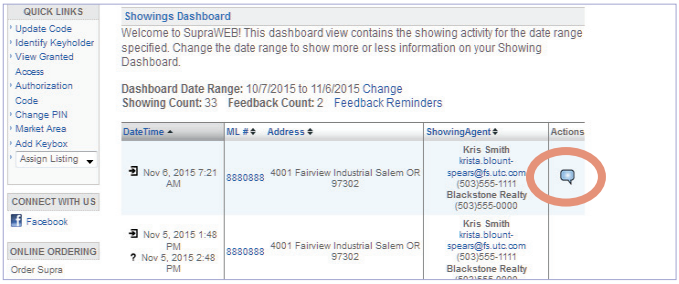

Showing Activity Report Settings
Create a showing activity for
All of my listings
Specific keybox
Specific MLS #
Select the date range for this report.
From 7/7/2015 to 7/14/2015
Include showing agent contact information in report
Include feedback information in report
Export to CSV (Comma Separated File)
View Results

4. Click **Create Report**.

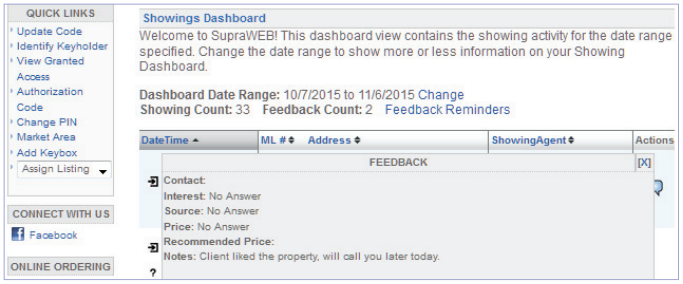


Showing Feedback

1. Click the **Showing Feedback** icon.

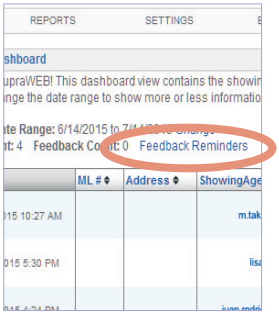


The feedback information displays.

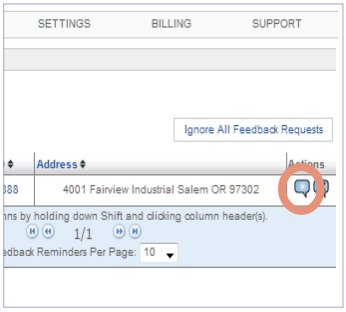


Leave Feedback on a Showing

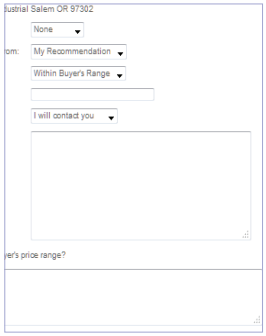
1. Click **Feedback Reminders**.



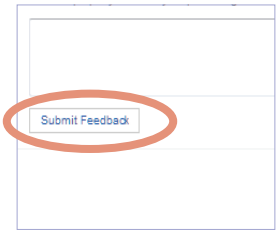
2. Click **Leave Feedback** icon.



3. Use the drop-down menu and *Notes* field to provide feedback.



4. Click **Submit Feedback**.



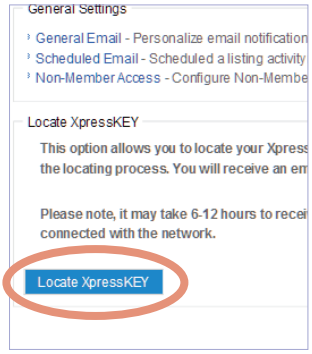
Locate XpressKEY

If you misplaced the XpressKEY and the battery still has a charge, you can find its approximate location using GPS. The next time the XpressKEY checks in, it sends the network a SMS message containing the current GPS coordinates if the key can obtain a GPS signal. Supra will send an email to notify you when the XpressKEY has reported into the Supra system with its GPS location. Click on the link and Google® Maps® will be open in other tab of the browser and show the last known location of the XpressKEY.

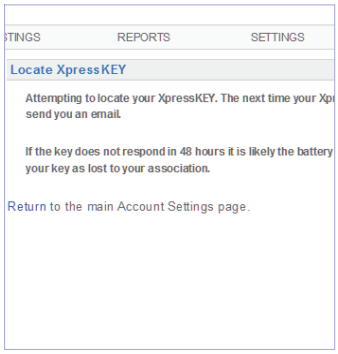
***Note**: It may take 6-10 hours before you receive an email with the location coordinates.*

1. Click the **SETTINGS** tab.

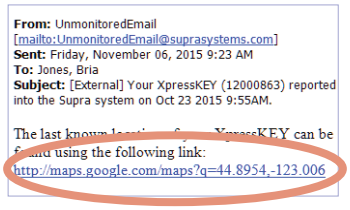
2. Click **Locate XpressKEY**.


General Settings
General Email - Personalize email notification
Scheduled Email - Scheduled a listing activity
Non-Member Access - Configure Non-Membe
Locate XpressKEY
This option allows you to locate your Xpress
the locating process. You will receive an em
Please note, it may take 6-12 hours to recei
connected with the network.
Locate XpressKEY

3. Select the settings for the report.


REPORTS
SETTINGS
Locate XpressKEY
Attempting to locate your XpressKEY. The next time your Xp
send you an email.
If the key does not respond in 48 hours it is likely the battery
your key as lost to your association.
Return to the main Account Settings page.

4. Check your email, click the Google® Maps® link.


From: UnmonitoredEmail
[mailto:UnmonitoredEmail@suprasystems.com]
Sent: Friday, November 06, 2015 9:23 AM
To: Jones, Bria
Subject: [External] Your XpressKEY (12000863) reported
into the Supra system on Oct 23 2015 9:55AM.
The last known
found using the following link:
http://maps.google.com/maps?q=44.8954,-123.006

XpressKEY Alerts

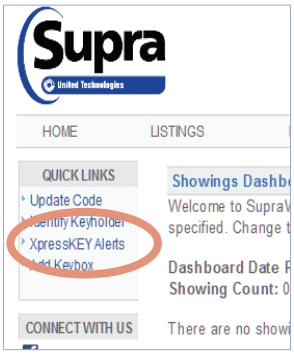
XpressKEY has an *Alert Email* feature that boards and associations must first opt-in to this feature for it to be active. The *Alert Email* feature allows authorized XpressKEY keyholders to send a pre-defined email message from an XpressKEY to a maximum of three (3) selected contacts.

***Note**: This should not be used as a replacement for emergency services.*

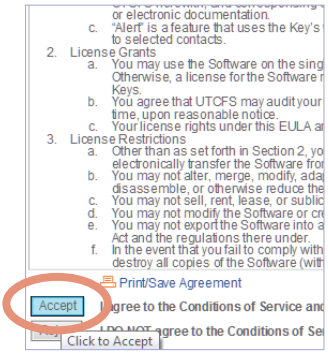
Setup Alert

Use SupraWEB to enable, disable, and configure your XpressKEY Alerts.

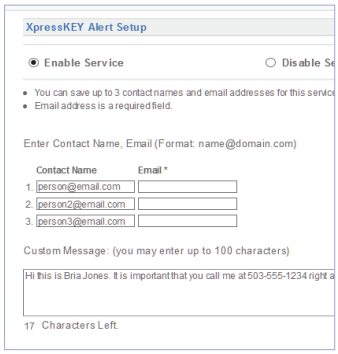
1. Click XpressKEY Alerts.



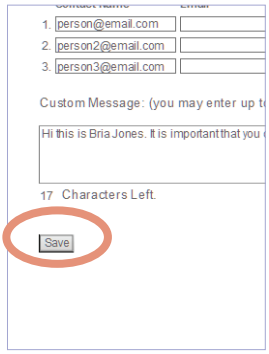
2. Accept to the End User License Agreement.



3. Customize the alert information.



4. Click **Save**.



The recipients will get an email from the Supra system indicating that their email ID is subscribed to receive XpressKEY alerts emails from you.

Email Subject: XpressKEY Alert Email from: Bria Jones
Email Body:

Hi, this is Bria Jones. It is important that you call me at 555-555-1234 right away.

This alert originated from a Supra XpressKEY. Click here to view a map of the estimated location of the XpressKEY at the time this alert was sent.

Unsubscribe

Unsubscribe

1. On the XpressKEY Alert email, click the **Unsubscribe** link.
2. After you are directed to the *XpressKEY Alert Information* page, click the *Unsubscribe from XpressKEY Alerts* link at the bottom of the page.

Email Subject: XpressKEY Alert Email from: Bria Jones
Email Body:

Hi, this is Bria Jones. It is important that you call me at 555-555-1234 right away.

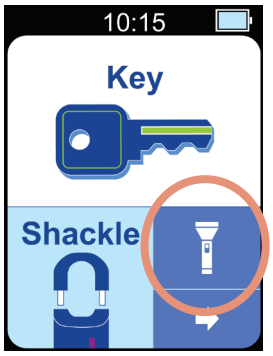
This alert originated from a Supra XpressKEY. Click here to view a map of the estimated location of the XpressKEY at the time this alert was sent.

Unsubscribe

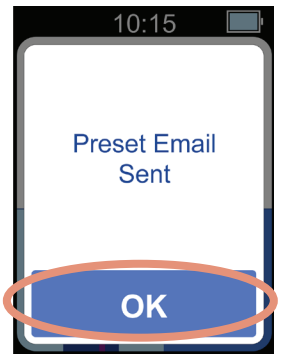
Use Alert

Press and hold the flashlight on the home screen for 3-5 seconds. The XpressKEY sends the alert message to the Supra server then the message is sent to the saved recipients that are set up in SupraWEB.

1. Press/hold the Flashlight icon for 3 seconds.



2. Tap **OK** to send the alert email.



6 Support

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6

XpressKEY Resources

Another great resource for assistance with your XpressKEY is our online *XpressKEY Resources* page, available to all agents.

Access the library:

1. Go to *www.supraekey.com.*
2. In the top navigation pane, highlight *Customer Support* and select *XpressKEY Resources*.

Document and video training available here is periodically updated and we encourage you to bookmark this page for future reference.

Contact Us

Need assistance troubleshooting the XpressKEY? Customer Support is available from 5 a.m. to 7 p.m. Pacific Time, seven (7) days a week.

Website	***http://www.supraekey.com***	**Telephone**	**877.699.6787**
Email	***suprasupport@fs.utc.com***	**Fax**	**503.589.8677**

Regulatory Compliance

United States (FCC)

This device complies with part 15 of the FCC rules. Operation is subject to the following conditions:

1. This device may not cause harmful interference.

2. This device must accept any interference received, including interference that may cause undesired operation.

Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

Note acc. FCC part 15.105: This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

—Reorient or relocate the receiving antenna.

—Increase the separation between the equipment and receiver.

—Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.

—Consult the dealer or an experienced radio/TV technician for help.

RoHS COMPLIANT

Canada (IC)

This device complies with Industry Canada's license-exempt RSSs. Operation is subject to the following two conditions:

(1) This device may not cause interference; and

(2) This device must accept any interference, including interference that may cause undesired operation of the device.

Cet équipement est conforme à la (aux) norme(s) canadienne(s) d'exemption de licence RSS Industry Canada. Son opération est sujette aux deux conditions suivantes : (1) cet équipement ne provoquera aucune interférence et (2) cet équipement doit tolérer toute interférence pouvant provoquer une opération indésirable de l'équipement.

FCC and IC Radiofrequency radiation exposure Information:

This device has been tested and meets FCC and IC RF exposure guidelines for use at zero distance towards the body, based on a conservatively estimated average transmission rate.

If you want to operate the device together with a carrying accessory please make sure, however, that this accessory does not contain any metal parts (like springs etc.) since this may cause RF exposure beyond the limits specified in FCC and IC RF exposure guidelines.